

Good[™] for Enterprise

Android Handheld and Tablet User's Guide

Version 2.0.0

Contents

| | | |
|----------|---|-----------|
| 1 | Getting Started | 1 |
| | System Overview | 1 |
| | About Good for Enterprise Applications | 2 |
| 2 | Setting Up Good for Enterprise | 4 |
| | Installing Good for Enterprise for the First Time | 4 |
| 3 | Using Good for Enterprise | 6 |
| | Email | 6 |
| | Creating Email Messages | 11 |
| | Viewing and Working with Attachments | 13 |
| | Responding to an Event Request | 15 |
| | File Repository | 16 |
| | Contacts | 17 |
| | Viewing Contacts | 18 |
| | Finding Contacts | 20 |
| | Handling Contacts | 20 |
| | Adding a Contact | 21 |
| | Calendar | 23 |
| | Viewing Events | 23 |
| | Adding New Appointments | 25 |
| | Editing and Deleting Meetings | 27 |
| | Notifications | 28 |
| | Android Synchronization | 29 |
| | Good Mobile Access Secure Browser | 30 |

4 Preferences and Maintenance 32

Maximizing Battery Performance 33

Email 34

Folder Synchronization 34

Out of Office 35

Signature 35

Preview 36

HTML Support 37

Calendar/Contacts 37

Calendar 37

Contacts 37

General 38

Connected 38

Persistent Mode 39

Lock 39

Quit 40

Password 40

Application Font Size 41

Notifications 41

Installing Applications Using Good 42

About 42

Widgets 43

1 Getting Started

Welcome to Good Mobile Messaging, the behind-the-firewall, wireless corporate email and data access system from Good Technology. Good for Enterprise provides your Android handheld or tablet with a wirelessly synchronized, encrypted connection to your company servers, so you can instantly access up-to-date corporate email, calendar, and contacts from behind the firewall, when away from your desk.

System Overview

Your Android handheld or tablet works in conjunction with your email server and Good Mobile Messaging Server software on your corporate network. When you start up Good for Enterprise, your Android handheld or tablet connects wirelessly with your corporate network using the high-speed wireless network service supported by your Android handheld.

Good for Enterprise Service synchronizes your Android handheld or tablet with your email, calendar, and contacts, just as those applications synchronize your desktop computer and laptop with your email server. In this way, your company and Android folders present the same information to you. (Public folders and personal folders stored on your PC hard disk or laptop are not synchronized.)

Your *Android Handheld and Tablet User Guide* describes your Android before it has been set up for use with Good for Enterprise software. In most cases, the guide remains accurate after the Android has been set up. However, where your Android guide describes Email, Calendar,

and Contact applications, use this guide instead for your corporate account.

About Good for Enterprise Applications

Good for Enterprise applications are wirelessly synchronized with your email server account. The data that gets synchronized includes:

- **Email messages**

Both message status and basic folder contents are synchronized. For example:

- Messages marked read on your Android handheld or tablet are marked read on the email server and in your Inbox.
- New messages sent to your email server Inbox are also automatically sent to your Android handheld or tablet.
- Messages you delete from the Inbox on your Android are also deleted from your company Inbox.

For more information on email synchronization, see “Editing and Deleting Meetings” on page 27.

- **Contacts**

All personal contacts in your company email application are added to your Android and kept synchronized, if your administrator authorizes this feature. Personal contacts are those stored in the Contacts portion or Address Book in your company account (the ones that you see when you click Contacts in your company email).

- **Calendar**

Both calendar events and event requests are synchronized. You can create events, and accept or decline event requests from your Android .

You do not need a physical connection to your computer to synchronize. Synchronization happens whenever the Android handheld or tablet is on, you are running Good for Enterprise, and you are connected to the Internet.

Note: You can choose to work offline but still continue to read and compose messages; to do so, tap “Work offline” on the Preferences > Connected screen. An active wireless network connection or access to a WiFi network (if it is supported by your Android) is required for synchronization to work when you are running Good Mobile Messaging.

2 Setting Up Good for Enterprise

Once your account is activated by your IT administrator, you will receive a welcoming message from Good that gets you started setting up Good for Enterprise. You won't need to return your Android handheld or tablet to the administrator for setup or connect it to a computer.

Installing Good for Enterprise for the First Time

To set up your Android with Good for Enterprise:

1. Your IT administrator will send you a message with your email address, a PIN (and expiration date, if applicable), and a URL address.
2. Make sure your Android is fully charged and your wireless connection is active. See the documentation that came with your Android for details.
3. Use the Android browser to navigate to the URL address provided in the email sent by your IT administrator. You will be redirected to the Good for Enterprise application in Google Play.

Click the link to initiate the download and automatic installation of the Good application. When installation is complete, launch the application.

4. Enter your login information. This includes:
 - Email address.
 - PIN.
 - Select Next.

A series of download, install, and connection screens appears. The status indicators at the top of the screen change to track setup progress.

5. If your administrator has enabled a policy requiring a password on Good for Enterprise, you'll be prompted to set it now.

When services are connected, Good for Enterprise automatically synchronizes your handheld with information in your enterprise email account. This includes email messages, contacts, calendar appointments, and so on. (For more information, see "Android Synchronization" on page 29.)

Note: If you see any errors during startup or if your connection appears to fail, contact your IT administrator.

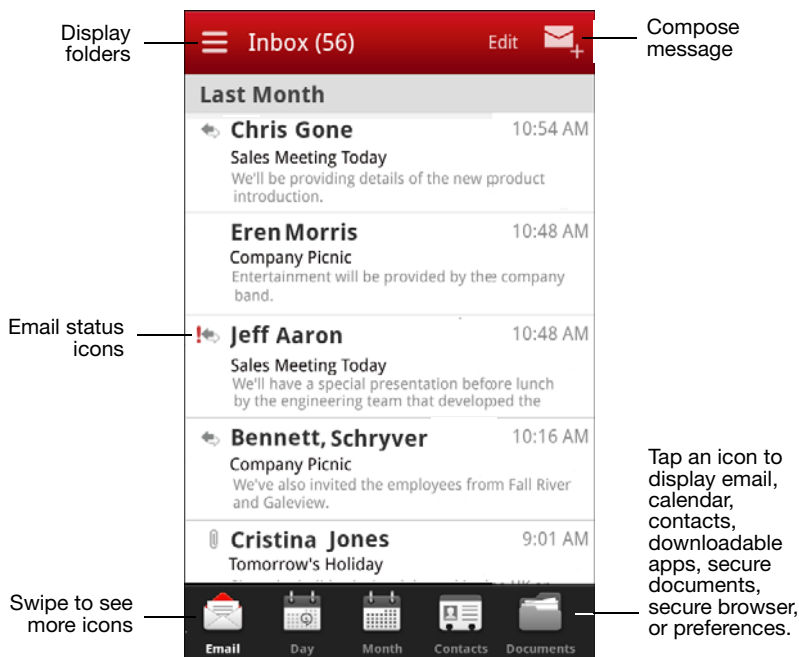
Congratulations! You are ready to use Good for Enterprise applications on your handheld.

3 Using Good for Enterprise

After your Android handheld or tablet is set up, company email messages, contacts, and activity will be synchronized with it. You can use the handheld to manage your email and contacts, and view your calendar, in the same way that you would in your company account. Your 100 most recent company emails will be added to your handheld.

Email

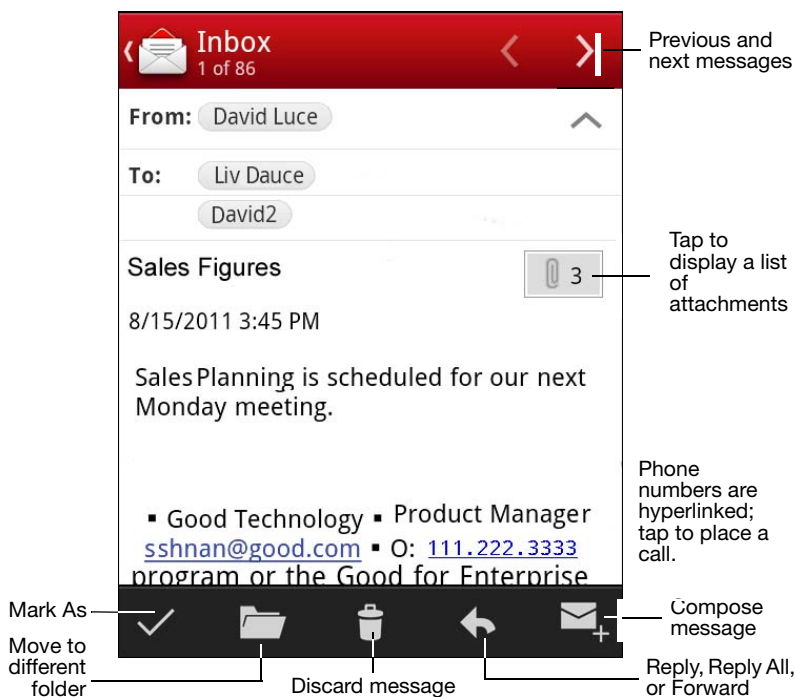
Starting up Good displays your email Inbox.



Email status

Your email list is updated on a continuous basis, but you can also tap the Menu key and Send/Receive Now to force immediate updates.

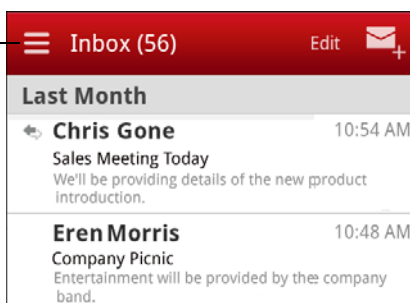
Tap an email to display its contents.



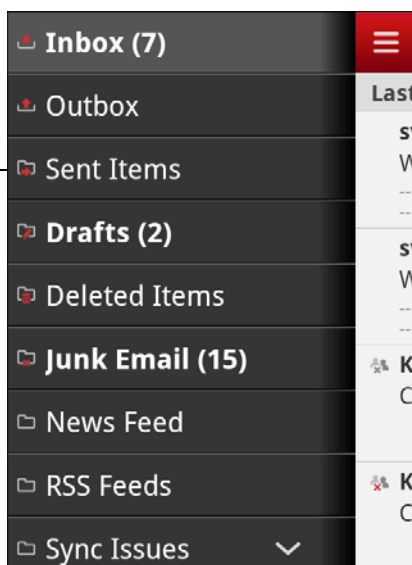
To enable/disable display of HTML email as sent, refer to “HTML Support” on page 37.

Your Good setup on the handheld includes your company folders. You can use these folders for managing email messages. Messages are synchronized between your company account and your handheld for these folders.

While in the email list, tap here to display list of folders



Tap a folder in the list to open it.

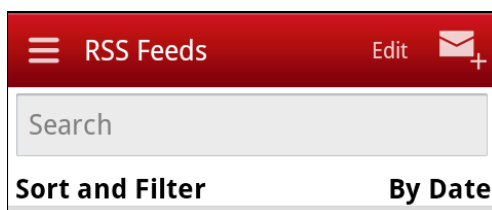


Your handheld will contain any email folders that you have added to your company account. (You can create and rearrange folders using your company account, but not using your handheld.) If you create sub-folders under Drafts, Contacts, Calendars, or Outbox, these folders will not appear on your handheld. You must enable synchronization of email for each desired personal folder using Preferences; for instructions, refer to “Notifications” on page 41. If you don’t enable synchronization for a folder, you’ll need to maintain it manually.

Only email folders that are stored on your email server are included on your Android. Personal email folders (*.pst) stored on your computer’s hard disk are not included. (You can access both types of folders with your company account.)

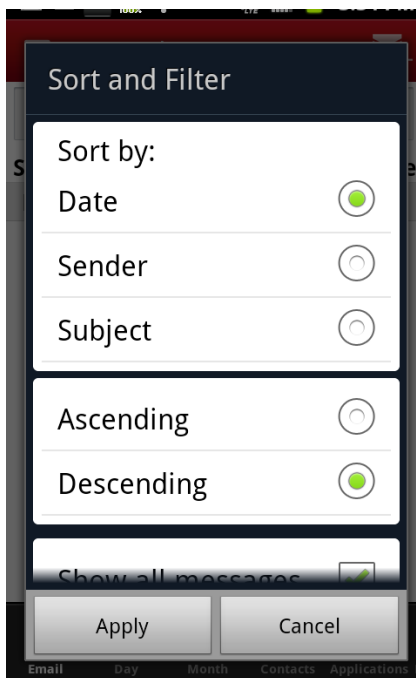
To move a message from one folder to another, tap and hold on the message, and tap Move in the menu that is displayed; or tap the folder icon at the bottom of the opened message. A list of folders is displayed. Tap a folder and the message is moved to that folder.

To change the order in which your email is sorted or to filter the messages to be displayed, pull down on the email list.



Tap Sort and Filter. A screen of sorting and filtering choices is displayed.


Select the desired sorting order. Scroll down to choose a filtering option:




To search the names and/or subjects in your email list, pull down the email list and tap on the Search field.

Enter a search name or word and tap the From, Subject, or Both button. All matches will be displayed.




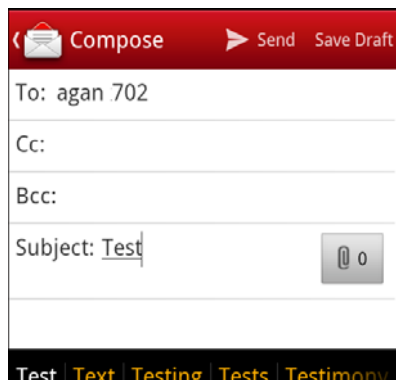
To respond to a message, open it and tap the response icon  at the bottom. You can reply, reply to all, or forward the message. When you reply to a message, you cannot delete or edit the original email

text. However, you can copy the text to a new message, then edit it. When you have finished your response, tap Send.

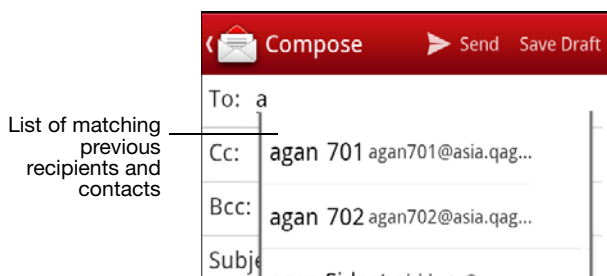
To handle multiple messages, tap the Edit button in the email list. Tap the checkboxes next to the messages to be affected, and tap the menu checkmark  at the bottom of the screen. Menu choices include Mark as Read, Mark as Unread, Move, Flag for Follow-up, Flag Complete, Clear Flag.

Creating Email Messages

To create an email message, tap the Compose icon . A blank (or draft) message appears. (From the email list, you can also tap the menu button and Compose to open the blank message.)



As you enter characters in the To, CC, and Bcc fields, a list of matching previous recipients and contacts appears. This includes your personal distribution lists. At the bottom of the list, when displayed, a message indicates that your corporate directory is being searched for further names.



You can enter an email address directly or select a previous recipient or contact from the list. The To: field is limited to 32 recipients. For more on contacts, refer to “File Repository” on page 16.

Enter a message. When writing a long message, it’s a good idea to save your work occasionally. The message is saved in the Drafts folder. If you need to leave the message before you are ready to send it, you can select it later in your Drafts folder to open it and continue writing it.

Note that your IT administrator may implement a policy that prohibits cut/copy/paste from Good for Enterprise to other applications on the device.

Tap the menu button to set importance: Normal, Low, or High.

To add an attachment, tap the paper clip (for details, refer to “Viewing and Working with Attachments” on page 13).

When you have finished composing the email message, tap Send.

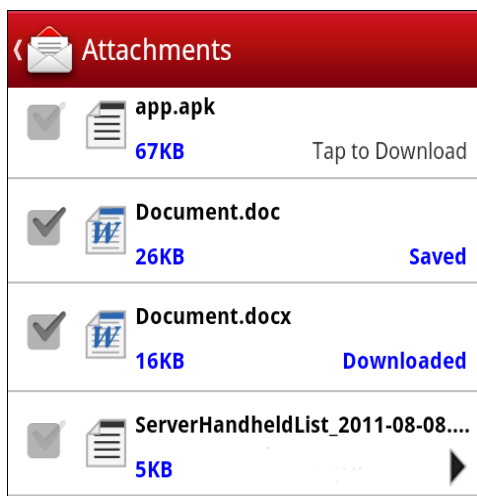
Your administrator may institute a policy that displays a warning if you attempt to send email outside your enterprise. You’ll be given a choice of which outside recipients to send to.

Messages you send are temporarily stored in the Outbox folder on your handheld. When the message is sent, a copy is stored in the Sent Items folder on your handheld and in your company account.

Viewing and Working with Attachments

Note: Your administrator may set policies that affect your access to and use of attachments. These policies can be configured to allow or prohibit the downloading and viewing of particular attachments, as well as the opening of attachments in third-party applications and their use in composing, replying to, and forwarding email.

Tap the attachment icon (paper clip) within a message to display a list of the message's attachments.



List of attachments in the message. An unlimited number of attachments are allowed.

Tap an attachment to download it and again to display it.

You can tap as many attachments as you want, for simultaneous download.

Long-press an attachment to save it in the file repository or open it in an application that you choose.

— Tap for zip menu.

You can view many types of email attachments on your device. When you tap to display one, a built-in QuickOffice file viewer is used.

To save delivery time, attachments are transferred to your device in separate sections. You can do other work in Good for Enterprise

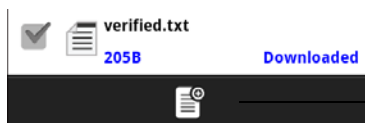
while the attachment(s) are being delivered. Exiting from Good for Enterprise before a download is complete will cancel the operation.

Long-press an entry in the file to save it in the file repository ("File Repository" on page 16) or to open it in a third-party application.

If enabled by your administrator, applicable third-party applications will display a menu option for Good when you choose to "send" the file in the application. Choosing the Good option allows you to "send through" the file to Good: that is, to attach it to a Good email that you compose.

When you are adding attachments to an email that you are composing, replying to, or forwarding (by clicking the paper clip in the email draft), you'll have the option of using any of the saved files in the file repository as attachments.

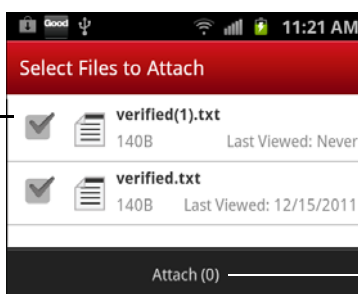
List of files
already attached
to the draft.



Open File
Repository

Click the icon to open the repository.

Saved files. Tap
to select.




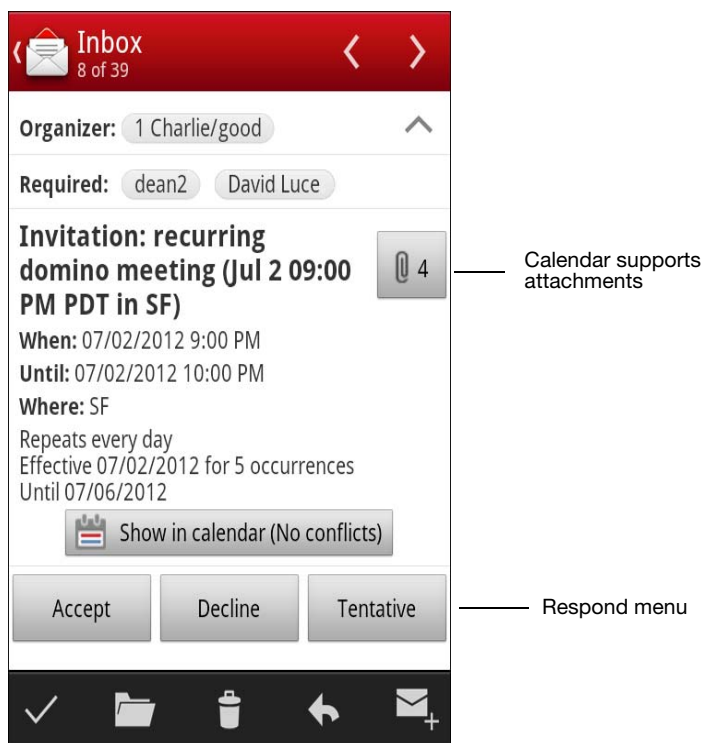
Attach
selected files
to email.

Tap one or more files in the repository to select them. Tap the Attach button in the repository to attach the selected files to the message being composed.

Long-press a repository file to open it in a third-party application, or to delete it.

Responding to an Event Request

Event requests sent from other users appear in your Inbox with an  icon. You can use your handheld to respond to event requests. From your Inbox, tap the message to open the event request. A description of the event appears.



Accept, decline, or tentatively accept the request using the Respond menu. After you choose a response, a comments screen appears. Add

comments if desired. Then select Send to send your response. In the example screen above, the proposed six-hour meeting overlaps five existing meetings for the invitee.

After you send your response, the event request is automatically deleted from your Inbox and moved to the Deleted Items folder. Event requests that you accept are automatically added to your calendar. (See also “Tap an event to view details about it.” on page 24.)

File Repository

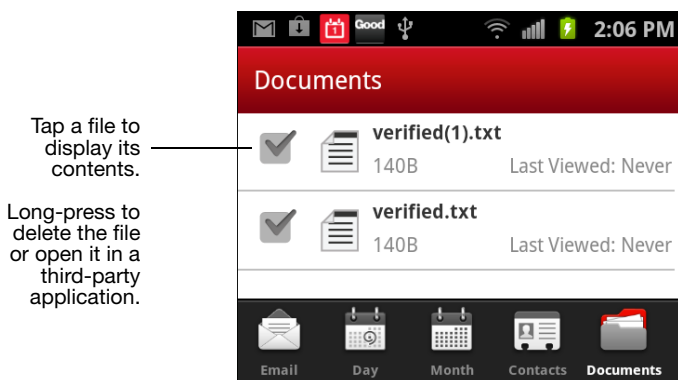
Subject to policy restrictions set up by your administrator, you can save attachments in a secure file repository within your Good application.

To view a list of the files in your file repository, click on the Docs icon



in the toolbar.


A list of repository files is displayed.



The file repository does not support folders.

Long-press a repository file to open it in a third-party application, or to delete it.

To add a saved attachment in the repository to an email:

1. Tap the paper clip in the email.
2. Tap the "Add from File Repository" icon  on the Attachments page.
3. Select a file to add from the file repository.

If your IT administrator has disabled sending attachments, you will not be able to add or remove attachments when forwarding an email.

If your IT administrator has blocked certain file types for receiving, you will not be able to save those files in the secure file repository. If such files have already been saved, you will not be able to view or otherwise use them. The application will show that the files are blocked by IT.

If your IT administrator has blocked certain file types for sending, you will not be able to view or attach those files to send in an email. The application will show that the files are blocked by IT.

The secure file repository within your Good application is not synced with your desktop or backed up. The files will be retained when the application is upgraded. However, these files will be deleted if you re-install the application or if your administrator disables file-repository support.

Refer to “Viewing and Working with Attachments” on page 13 for more on repository files.

Contacts

When Good for Enterprise is installed on your handheld, your company contacts are synchronized with the handheld’s native

contacts (assuming that Sync With Handhelds is enabled on your handheld in Good Preferences, as described in “Contacts” on page 37). Your administrator can specify which elements of data in a contact are kept synchronized. Thereafter, the contacts displayed within Good on the handheld will be kept up-to-date with your company contacts. In addition, any changes made to your company contacts will be reflected in your native contacts (but not vice versa). If your Good contacts are not visible in your native contacts, enable their display using your handheld’s “Display Options.” (For HTC devices with the People application rather than the Contacts application, to display your company contacts: in People select Groups > Good for Enterprise > People).

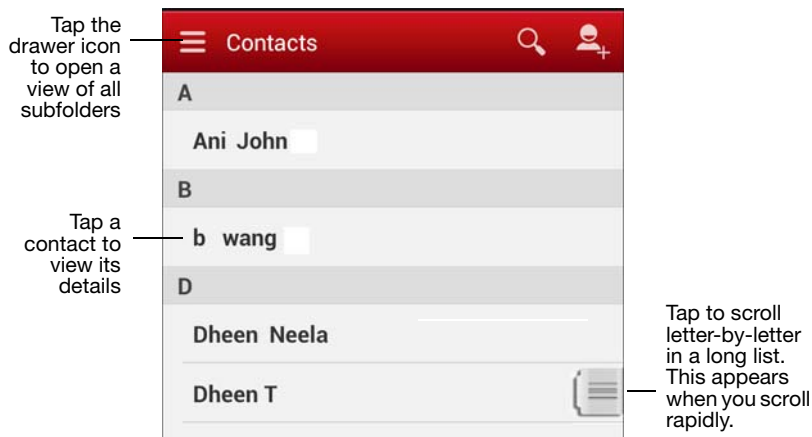
The Good contacts will contain your personal contacts but not company history or shared contacts.

Personal distribution lists are supported. They cannot be created/edited from your handheld, but will be synchronized with those you create on the desktop.

Contacts can be used to make phone calls with your phone and send email and text messages. Good for Enterprise must be running for Contacts to be available to other applications.

Viewing Contacts

To view contacts from within Good for Enterprise, tap the Contacts icon in the Task bar. A list of all of your contacts appears.



Use Preferences to sync specific subfolders (“Contacts” on page 37).

Tap a contact to display details about it.



Finding Contacts

When searching a long list, use rapid brush movements with your fingertip to accelerate scrolling in either direction. Touch the screen to stop the scrolling. If you scroll rapidly down a long list of contacts, a tab appears at the side of the screen. Tap and drag to navigate through the list letter-by-letter.

You can find contacts based on the first few characters of a first name, last name, or company. This feature is useful for working with long lists of contacts. You can search your personal contacts or the company directory, or both. To find a contact, display the contacts list, tap the Search field, and tap Contacts, Directory, or Both. Matches will be displayed, for first and last names, and company.

For example, if you enter *smi* in the search field, only contacts with that string in them, such as Smith, are displayed.

If the characters you enter do not match any contacts, no names are displayed.

Note: You cannot search the company directory while working offline.

Handling Contacts

To edit or delete a contact, press and hold on it in the contacts list. A View/Edit/Delete menu is displayed.

If you choose to delete the contact, you'll be prompted to confirm. You can also delete the contact from its detailed view, by pressing the menu button and then tapping Delete.

If you choose to edit the contact, an edit screen is displayed. You can also reach this screen from the contact's detailed view, as with the delete operation, by pressing the menu button and then tapping Edit.

Tap a button
or field to
edit

Use plus and
minus buttons to
add and delete
fields

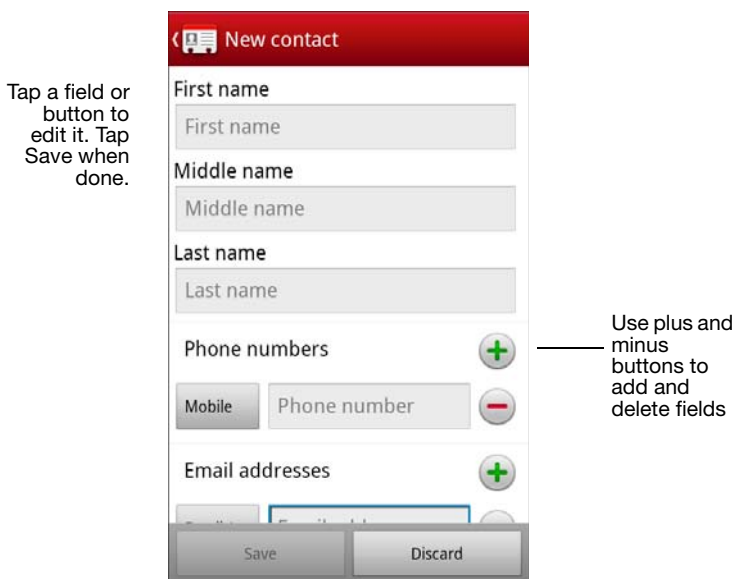
Enter or change information in the fields as desired. When you have finished making changes, choose Save from the menu. You'll be prompted to save or discard your changes if you attempt to close the window without saving.

Adding a Contact

To add a new contact to the address book, tap the Add button



A New Contact screen is displayed.



At a minimum, you must enter any one of the following items for a contact: first name, middle name, last name, company, or email address. The remaining fields are optional. You can enter up to three email addresses for a contact. You can also include a contact's title, company address, home address, and notes about the contact.

The Android will accept contact phone numbers for the following categories: Work, Mobile, Home, Pager, and Fax. The other company categories are not synchronized with the Android. Use the plus and minus buttons to add and delete fields.

If you include the country code and/or area code as part of a contact's phone number, Good for Enterprise automatically includes this code (as required) when you dial the contact.

When you have finished entering contact information, tap Save.

The new contact you added appears in the list of contacts and will be synchronized with contacts in your company account.

Calendar

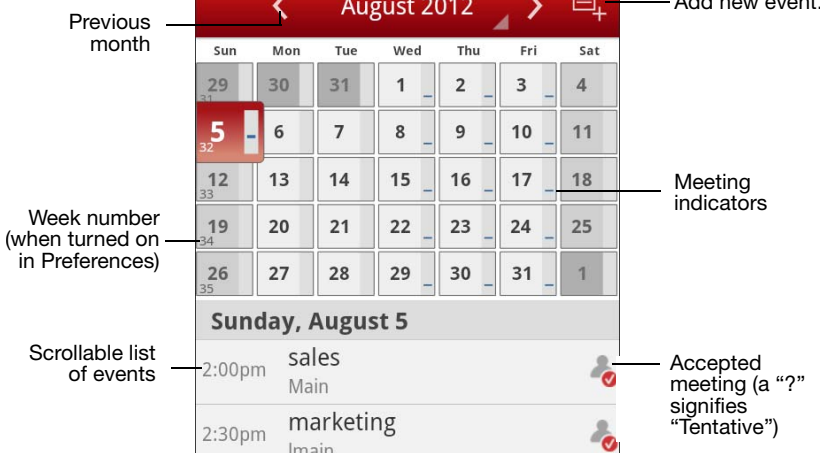
Good for Enterprise's Calendar feature keeps your handheld synchronized with your company calendar. You can use your phone to monitor your company meetings and appointments. When your handheld is set up, all of your calendar events from the past week and all future events are added to it. With this application you can:

- View existing events by day or month
- Add new appointments

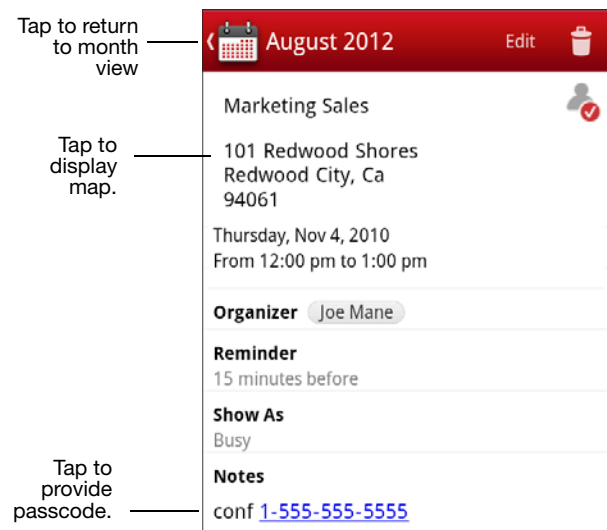
Viewing Events

You can start the Calendar application in Day or Month View. A list of the day's events is displayed in Day View. In Month View, days with events are shaded. The month's events are displayed in a scrollable list at the bottom of the screen (an "agenda" view).



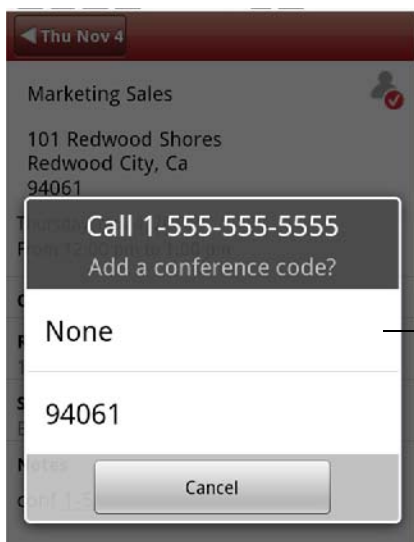
Month View

Tap an event to view details about it.



If you tap the Map icon, a map of the meeting location is displayed.

When you tap a number in a meeting invitation, you'll be prompted to select the correct passcode from the list displayed; the list displays the passcodes you've received with meeting invitations. If no passcode is required or isn't supported by the dialer (for example, if it contains special characters), tap None. Enter any required passcode over the phone when prompted.



Tap to choose a passcode for the conference call. If a code is provided with the meeting invitation, it will be listed. A pause and the conference code are added to the dialed number automatically.

If no passcode is required, or if the dialer doesn't support this feature, tap None. In the case of unsupported codes, enter the code when prompted over the phone.

Adding New Appointments

To add a new appointment, in the Day or Month view tap the New

Event icon 

Use the screen displayed to add an appointment to your calendar. Private appointments are supported.

Use this screen to define your event.

Invitees can be "required" or "optional."

Tap a field to:

Search for and add participants and location

Set start and end times and dates

Set a time for a meeting reminder

Specify your availability for other meetings during this meeting (Show As)

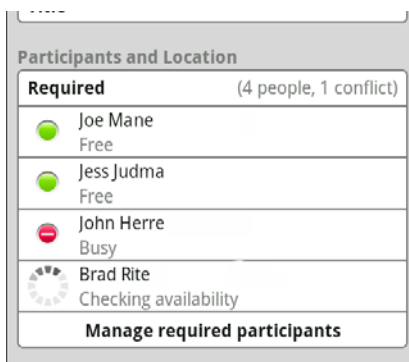
Add notes

As with email messages, as you enter characters in a field, a list of matching previous recipients and contacts appears. At the bottom of the list, when displayed, a message indicates that your corporate directory is being searched for further names.

Personal distribution lists are supported.

After you've specified the meeting participants, their schedules are checked to see if they are available.

Participants are checked for schedule conflicts.



Event requests and your responses to event requests (for example, acceptances) are stored in the Sent Items folder of your company account but not in the Sent Items folder on your Android handheld or tablet, unless your IT administrator has enabled this feature.

If the meeting is to recur, tap Recurrence (for supported email platforms), and Repeat again to display the Repeat Type screen. Choose how often the meeting is to recur.

Editing and Deleting Meetings

To delete a meeting, tap to open it and click the Delete button at the bottom of the screen. To edit a meeting that you've created, tap the meeting, tap the Edit button, and make the required changes on the editing screen displayed.

For recurring events you created in your company account (for supported email platforms), you can edit a specific occurrence or the subject, location, notes, or attendees for the series of events. You cannot use the phone to change the dates, times, or other rules for a series.

When you have finished changing the event, tap Save. The changes are sent to any attendees you invited. Attendees deleted from an event are not notified.

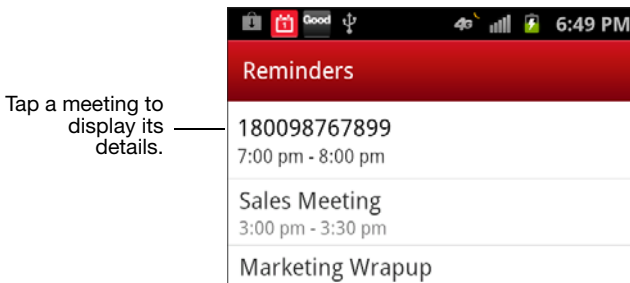
Notifications

The notification bar alerts you to the arrival of new email and reminds you of upcoming events, when reminders have been set.



When you open Good for Enterprise, the new-mail icon is cleared from the notifications bar. Pull down the bar and tap the icon to display a list of the new messages. Tap a message to open it. (If there is only one new message, tapping the icon will open it automatically.)

Pulling down the bar and tapping the event reminder opens the Reminders window, with snooze and dismiss options at its bottom.



If Good for Enterprise attempts to restart after stopping and a password is required, a lock icon appears in the notification bar. Pull down the bar and tap the icon to display a screen where you can enter the password and allow Good for Enterprise to start. The icon will appear, for example, when you turn on the handheld's power.

To enable or disable audible and vibration notifications, refer to “Notifications” on page 41.

When you leave the Good application, it continues to run in the background. With Persistent Mode enabled, the Android operating system is less likely to force close Good while in the background when additional memory is needed. An ongoing gray Good notification icon is required indicating that Persistent Mode is enabled. To enable Persistent Mode, refer to “Persistent Mode” on page 39.

Android Synchronization

The following are exceptions to synchronization between your company account and the Android:

- Your company-account contacts are synchronized to local device contacts, but local device contacts are not synchronized to the corporate account.
- Items removed from the Android via aging to free up space are not deleted from your company account.
- Items in the company and Android Sent Items folders are not synchronized.
- Items sent to the Drafts folder are not sent from your company account to Android and vice versa.
- Items originally filtered into an unsynchronized email server folder are synchronized if moved or copied to a synchronized folder, subject to the rules in the following item.
- If you exceed your email mailbox storage limit, your Android handheld or tablet will display the following message: “You are over your host email storage quota. The Android cannot send or receive email until you free up mail storage from your desktop computer.”

The Android will pause for 15 minutes before trying again to synchronize with your company accounts. Clear some mail from

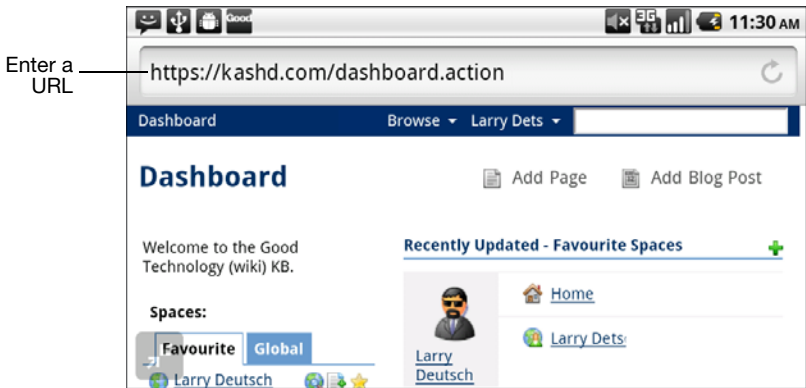
your mailbox using your company account or request a higher quota from your IT administrator. Good for Enterprise will retry every 15 minutes until you are no longer over quota.

Good Mobile Access Secure Browser

Good Mobile Access Secure Browser provides a browser for use with your corporate intranet and enterprise data behind the corporate firewall only. The browser does not provide Internet access.

Note: Copy/paste and document viewing functions are not supported in this release.

To use the browser, tap its icon in the toolbar.



Your administrator determines your home page. You can only browse within your enterprise.

If Secure Browser is present on the device, its icon is added to the Good for Enterprise toolbar. You may need to swipe the toolbar to see it.

Your administrator determines which page is displayed when you launch the browser, and which URLs you can load using the browser.

If you enter the URL of a site outside your enterprise, you'll be prompted to use your local device browser instead. If you tap the link to such a URL while in Good Email, your local browser will be launched automatically.

Secure Browser supports HTML 4.

The screen should be kept on during secure browsing; if the screen goes to sleep, you may encounter errors.

To view a list of the pages you have visited, tap the Bookmark icon and tap History. You can clear the list, tap the Clear History button. To return to the list of bookmarks, tap the Bookmarks button.

To go to a bookmarked page, tap the Bookmarks icon and tap the desired page from the list that is displayed.

To add a bookmark for the currently displayed page, tap the plus sign and then tap Add Bookmark.

To delete a bookmark from the bookmarks list, display the bookmarks list and tap the Edit button.

4 Preferences and Maintenance

This chapter describes how to maintain Good for Enterprise on your Android handheld or tablet. Topics described in this chapter include:

Maximizing Battery Life

Email

- Folder Sync - Choose which email folders to sync.
- Out of Office - Set your Out of Office details.
- Signature - Edit signature settings for sending email.
- Preview - Show email preview in email list.
- HTML support - Show email in HTML format.

Calendar/Contacts

- Calendar - Change settings for Calendar display (first day of week, first week of year).
- Contacts - Sync with handheld. Subfolder sync.

General

- Connected - Change your connection status to work offline or send/receive email now.
- Persistent Mode - Improves application uptime while running in the background.
- Lock - Lock the Good for Enterprise application. A password will be required before access.
- Quit - Exit and shut down Good for Enterprise.

- Password - Change password and other lock settings, as IT policy allows.
- Application Font Size - Change font size for the Good apps.
- Notifications - Change notification settings for new emails and calendar reminders
- Applications - Your administrator can make applications available to you for downloading over-the-air
- About - Good for Enterprise version number, handheld information, end-user license agreement, send comments, send handheld logs.

Maximizing Battery Performance

Some devices include options for maximizing battery performance. Check the system settings for your device to determine whether such settings are available to you.

For example, on Motorola Androids, the following settings affect Good for Enterprise synchronization activity as noted:

Maximum Battery Saver - Stops data sync after 15 minutes of inactivity during day/night.

- Good will not sync until the device is active again (sync will resume when you press any button).

NightTime Saver - Stops data sync after 15 minutes of inactivity during the night, between 10 PM and 5 AM.

- Good will sync during the day between 5 AM and 10 PM.
- Good will not sync until the device is active again (sync will resume when you press any button) between 10 PM and 5 AM.

Performance Mode - Data syncs with no restrictions.

- Good will sync without any restrictions.

Custom Battery Saver - As user, you create the battery-saving profile.

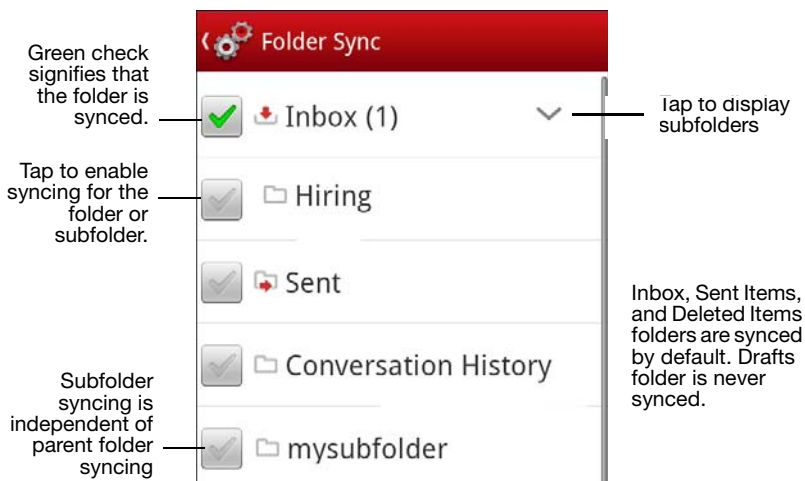
- Good will sync based on the data-sync options that you set.

Email

Folder Synchronization

Your company Inbox, Deleted Items, and Sent Items folders are synchronized automatically with Good for Enterprise on your handheld. (Your administrator may choose to turn off Sent Items syncing.) Your Drafts folders are not synchronized. You can choose which other of your company folders are to be synced. Note that if you have your company account set up to filter mail into folders, you'll need to enable syncing with those folders on your handheld too, for the filtered messages to show up.

To enable syncing for a folder, tap the Preferences icon in the Good toolbar, then tap Folder Sync. Individual subfolders can be synced. When you turn on syncing, the folder's 100 previous emails are fetched.



Out of Office

To create and enable an automatic out-of-office auto response to incoming email, tap Preferences and Out of Office.

Tap Auto Response to enter or edit your response text. Tap Save to save your text and return to Out of Office.

Tap the Enable Out of Office checkbox to turn on the automatic response. The setting may take a half hour or so to take effect.

Signature

From Preferences, choose Signature to edit your email signature.



Tap Enable to turn on the feature.

You can choose to apply your signature to all email messages that you forward, reply to, or compose, or just to those that you compose.



To enter or edit signature text, tap Signature Text.



Preview

To display the first two lines of each message as part of the email list, tap the Preview option in the Preferences list. A green check signifies that the preview option is enabled.

HTML Support

This option is available only if enabled. It is enabled by default.

Turn on HTML on the Preferences Email screen to display HTML-format emails as sent. Turn off the option to cause all emails to be displayed as simple text.

If you turn off HTML support, any HTML emails already downloaded will continue to be displayed in HTML format. Emails only partially downloaded will revert to simple text format.

Calendar/Contacts

Calendar

Choose the Calendar option in the Preferences list to:

- Specify the first day of the week (Sunday or Monday)
- Specify the first week of the year

Your choices for first week of the year:

- Week containing January 1st.
- First 4-day week
- First full week

Contacts


Once Good for Enterprise is up and running, your Good contacts will synchronize with your corporate contacts (in Outlook or Lotus, for example). You can also sync Good contacts with your Android device. When doing so, the Good contacts will be stored in the native Android contacts application and Good will keep the contacts updated. With this syncing enabled, voice dialing, caller ID, SMS, and other such applications can leverage your Good contacts information.

Warning: Do not choose this option if your Android contacts are configured to sync with your company account outside of Good for Enterprise. If you do so, you may lose data.

To sync your company account and Android contacts, go to Preferences, and tap the Sync with Handheld control.



You can also have your email account's contacts subfolders synchronized with Good on your device (if your contacts support subfolders). Tap Subfolder Sync to display a list of contacts subfolders, and select those to be synchronized or unsynchronized by tapping the drawer icon next to them.

You can also turn on synchronization for a particular subfolder by tapping the drawer icon  in Contacts, tapping the subfolder from the displayed list, and tapping the synchronization prompt on the subfolder screen.

General

Connected

You can force your handheld to send any pending emails in your outbox and receive any available new mail by tapping Send/Receive now on the Preferences > Connected screen. Once the operation is complete, the handheld returns to continuous synchronization.

You can cause your handheld to stop sending and receiving email continuously by tapping Work offline. As long as the handheld is offline, no email is sent or received. Preference/General will reflect whether you are connected or working offline.



Persistent Mode

When you leave the Good application, it continues to run in the background. With Persistent Mode enabled, the Android operating system is less likely to force close Good while in the background when additional memory is needed. An ongoing gray Good notification icon is required indicating that Persistent Mode is enabled.

Lock

Tap to lock the Good for Enterprise application. A Good password, if set, will be required to resume use. If no Good password is set, this feature is automatically disabled. To set a password, refer to "Password" on page 40.

Quit

Select Quit from the Preferences screen to exit Good for Enterprise and stop synchronization completely. If you exit using the Home key, synchronization will continue in the background.

Password

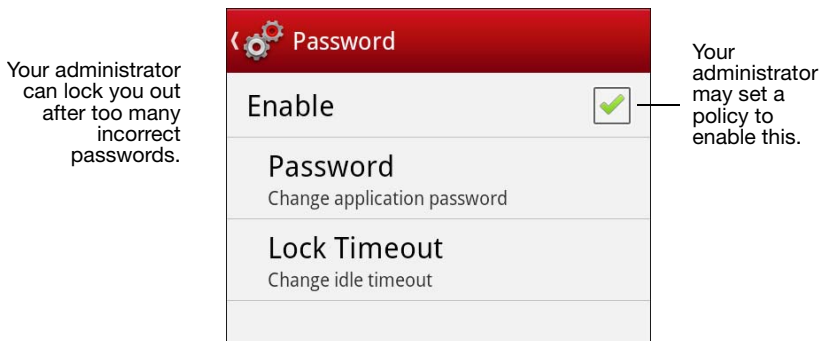
The system administrator may require that you enter a password to run Good for Enterprise. The administrator sets policies that govern the format and function of this lock password.

You also have the option of setting such a password yourself, even if administrative policies do not require it.

If the password you enter does not conform to the administrative policies that are set for your handheld, an error message appears and you are prompted to re-enter the password.

Your administrator can set a policy that removes Good for Enterprise and all its data from the handheld if you enter an incorrect password a specified number of times in a row.

You can use Preferences > Password to enable a password, change it, and specify the idle time that will cause the Good for Enterprise screen to be locked.



If your administrator changes a password policy for your handheld, you'll be informed the next time that you are required to enter or change the password, or if you try to change the password yourself.

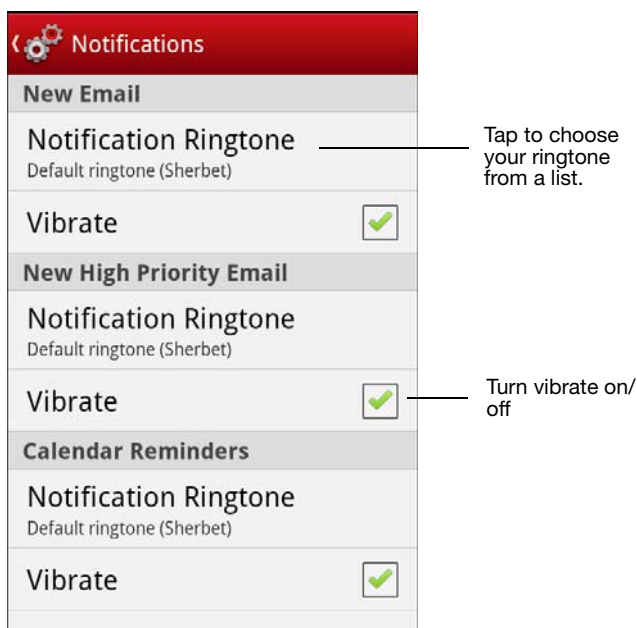
At that time you'll be required to make any changes to your password that may be required by the new policy settings.

Application Font Size

To change the font size in which your email and other application text is displayed (between 12 and 32 points), tap Application Font Size on the Preferences screen and choose the size you want by tapping it.

Notifications

Your handheld can notify you of waiting Good for Enterprise email and calendar requests in the same way that it handles other notifications. Configure Good notification settings by tapping Preferences and then Notifications.



Installing Applications Using Good

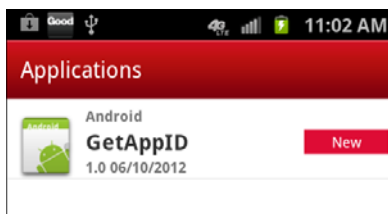
Your administrator can make applications available for you to install over-the-air on your device. When a new such application becomes available, you'll be notified.

A new application is available to download via Good.



Pull down on the Applications icon in the toolbar to display a list of available downloadable applications.

Tap an application to install it



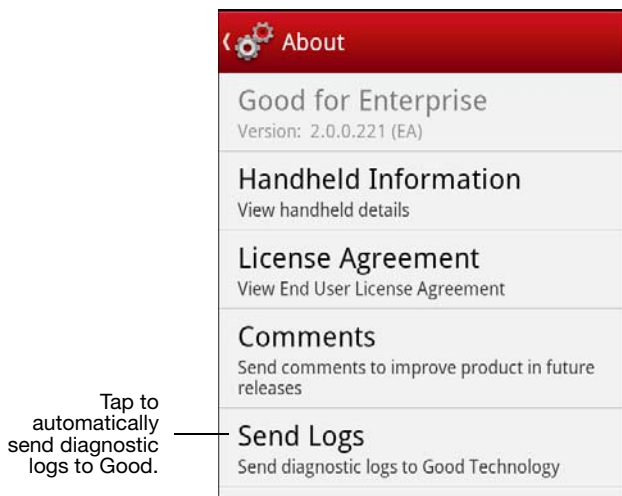
Tap an application and you'll be prompted to install it. At the prompt, tap Install and an icon will be displayed on the Home screen signaling that the operation is proceeding. Once download and installation are complete, an icon for the new application will appear on the Home screen with your other applications.

About

Tap About on the Preferences screen to display information options about Good for Enterprise on your handheld

Your IT or helpdesk administrator may ask you to send in a log file from your phone for troubleshooting purposes. To do so, on the About page tap Send Logs. A confirmation message will be displayed

as the logs are sent; a second message will indicate that the logs have been successfully sent.



Widgets

There are two Good widgets available, for email and calendar. These lock in the same way as the Good for Enterprise application itself.



To add a Good widget, press and hold on an empty area of the Android handheld or tablet's home screen. Tap Widgets in the menu that appears, and then select a Good application from the applications displayed (swipe as necessary to navigate to the Good icons) Drag the desired icon up onto the home screen.

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